

## Customer Service Report for the ADB



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 7:00:03 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
<b>Accounts</b>											
Access/Login	2	0	0	0	0	0	0	2	0	0	10
Password Reset	9	0	0	0	0	0	0	9	0	0	7
<b>ADB</b>											
Connectivity	14	0	0	2	1	0	0	10	0	5	12
DELPRO	49	0	0	0	0	0	3	33	6	7	12
Fellowship Pmt Syst	19	0	0	0	1	0	0	6	12	0	8
Finance	1	0	0	0	0	0	1	0	0	0	0
General Info	20	0	0	0	0	1	0	14	2	3	16
GUI	1	0	0	0	0	0	0	1	0	0	7
ID Reactivation	192	0	0	0	0	0	0	187	5	0	6
Keyword	28	0	0	0	0	0	0	27	1	0	8
On The Spot Awards	1	0	0	0	0	0	0	0	1	0	11
Registration	6	0	0	0	0	0	0	5	1	0	13
Reports	2	0	0	0	1	0	0	1	0	0	20
Security	3	0	0	0	0	0	0	2	1	0	6
SSF	2	0	0	0	0	0	0	0	2	0	8

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	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
<b>OS/390</b>											
Printer/VPS	1	0	0	0	0	0	0	0	0	1	25
<b>Grand Total:</b>	<b>350</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>297</b>	<b>31</b>	<b>16</b>	<b>8</b>

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Total Tickets Closed: 344

Total Tickets Assigned/Pending/Checked Out: 8

352